

REMARKS

Reconsideration of this application is respectfully requested in view of the foregoing amendment and the following remarks.

The applicant would like to thank Primary Examiner Dixon for the courtesies extended to applicant's representative during an in-person interview.

In the Office Action, claims 1-4, 7-13 and 16-19 were rejected under 35 U.S.C. §102(b) as being anticipated by Rutkowski (U.S. patent number 5,826,270) and claims 6, 7, 14 and 15 were rejected under 35 U.S.C. §103(a) as being unpatentable over Rutkowski in view of Peters et al. (U.S. patent number 5,696,906) and FieldCentrix.

During the interview, the Examiner and applicant's representative came to an agreement regarding features and limitations that would render the claims patentable over the prior art. The Examiner stated that the clarification of two features would render the claims allowable. First, the claims would have to be limited to a system or method where computers facilitate communications between the dispatch division and the technician. The Examiner took the position that the claims were broad enough to include voice telephone communications between a technician and a dispatch division. To clarify the nature of these communications, the claims have been amended to include limitations directed to computer assisted communications.

Second, the Examiner agreed that Rutkowski does not teach the concept of sending customer information to a remote technician, where the customer information is used to assist the technician in conducting a transaction with the customer. While Rutkowski mentions combining customer information with data supplied from the customer and also mentions feedback (see

Rutkowski, column 5, lines 54-64), there is no teaching that the system disclosed in Rutkowski sends customer information to the technician. In order to clarify the type of customer information being sent, the claims have been amended to include the "account" limitation. The claims now require that specific information related to the customer's account be sent to a technician to assist the technician in completing a transaction with a customer.

New dependent claims 20-25 have been submitted to recite additional features of the present invention. Support for these limitations can be found in many places, including, for example, page 9 of the specification. New claims 20-25 do not include any new matter.

Applicant believes that the claims have been amended in accordance with the subject matter agreed to by the Examiner during the interview. Therefore, the claims are now allowable over the prior art.

In view of the foregoing all of the claims in this case are believed to be in condition for allowance. Should the Examiner have any questions or determine that any further action is desirable to place this application in even better condition for issue, the Examiner is encouraged to telephone applicant's undersigned representative at the number listed below.

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Art Unit: 3629

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Attachments: Amended Claims w/ Markings

MSL

VERSION WITH MARKINGS TO SHOW CHANGES MADE TO CLAIMS

1. (Amended) A system for transacting business comprising:

a dispatch division receiving information related to a problem experienced by a customer;

the dispatch division deploying a technician in response to the information;

the technician receiving a request from the customer for a transaction different from the problem;

the technician having a computer that receives account [receiving] information related to the customer from the company over a communications network; and

wherein the technician uses the information related to the customer to generate a customer request and [communicating] communicates the customer's request to the [company] dispatch division using the communications network, wherein the technician uses the computer to communicate the customer's request to the dispatch division.

11. (Amended) A method for transacting business comprising the steps of:

receiving information related to a problem experienced by a customer;

deploying a technician in response to the information;

the technician receiving a request from the customer for a transaction different from the problem[, while diagnosing and repairing the problem];

sending account information related to the customer to the technician via a communications network; the account information being sent in a form configured for use by a computer associated with the technician; and

receiving details of the transaction from the computer associated with the technician via the communications network; the details being in a computer generated form.

20. (New) The system according to claim 1, wherein an application running on the computer provides a list of products, services or features available to the customer.

21. (New) The system according to claim 1, wherein an application running on the computer provides a list of products, services or features based on the information related to the customer.

22. (New) The system according to claim 1, wherein at least one field associated with an application running on the computer is self-populated.

23. (New) The system according to claim 11, wherein an application running on the computer associated with the technician provides a list of products, services or features available to the customer.

24. (New) The system according to claim 11, wherein an application running on the computer associated with the technician provides a list of products, services or features based on the information related to the customer.

25. (New) The system according to claim 1, wherein at least one field associated with an application running on the computer associated with the technician is self-populated.